

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**July 16, 2003**

**Agenda**

- Previous Action Items (Rice)
- Support Center Items (Baker)
- Workstation Refresh Project Update (Baker)
- Products and Services Update (Griffin)

**Action Items**

<b>Previous Action Items</b>	<b>Status</b>
Caryle Miller questioned why FTP sight locks if someone mistakenly types a password; would like to know if this can be changed.	Completed
Todd Harding requested that SCSC message subject lines be more specific so readers will be more likely to read them.	Completed
Marvin Stodolsky requested that we look into making access to multiple mailboxes easier for those individuals who have them during any dial-up session they may initiate.	Completed
Donna Lang requested that SCSC do a better job of informing users when their tickets have been resolved.	Completed
Donna Lang requested that we send the SC Outlook User List to CIAG members electronically; and Todd Harding asked (via email) that we send the Outlook List even if the CIAG does not meet.	Completed

<b>New Actions from the July 16 Meeting</b>	<b>Assigned To</b>
None	

**Previous Action Items (P. Rice)**

Pat informed the group that the previous action items were resolved. Brent Baker addressed Donna Lang's request that SCSC do a better job of informing users when their tickets have been resolved. He informed her that when Applix is updated at the end of August, a web-based ability (provided by the CIO) could be available to allow users to easily check on the progress of their tickets. The CIAG indicated interest in hearing more when the capability is available.

**Support Center Items (B. Baker)**

Brent informed the group that over the past weekend a hacker competition had taken place with the goal of disrupting Web services. He said that no SC-controlled websites had been affected but that several non-SC DOE sites had experienced problems.

**Workstation Refresh Project Update (B. Baker)**

Brent informed the group that the image for the loaner pool notebooks has been tested and approved. The upgraded equipment will now be made available to those requesting loaner notebooks on a "pilot-type" basis. It contains Windows XP Professional. Brief training sessions would be provided on a per-request basis only.

## Products and Services Update (T. Griffin)

Ted Griffin went over the list of products and services, explaining each and providing status. He noted the following:

- ? The network has experienced 29 straight months with no unscheduled outages. Griffin also indicated that it is not clear whether the slowness in the network at FORS is being caused by a problem on the CIO backbone or the SC network. Our IT group is working with Microsoft to resolve the issue.
- ? A meeting between SC and the CIO to discuss an MOU that would resolve the eXCITE issue is scheduled for July 17<sup>th</sup>. He said he hoped to have an update as to how things stand by the next CIAG meeting. In summation, products and services were on schedule and meeting the needs of our customers.
- ? Projects still underway for FY03 are on schedule to be finished this year.
- ? Our current understanding is that our IT budget for FY04 is likely to be \$7 million.
- ? With regard to Strategic and Operating Plans for FY04: (1) duplication questions regarding ePME have been resolved; (2) we are still working on planned support for One SC and SC-1; and (3) we will discuss both the Strategic and Operating Plans (together) with the CIAG in August.

Name		Organization	Contact Information
Oyler - Chair	Dean	SC-22	3-6394
Rice-Exec. Sec	Pat	SC-41	3-4556
Baker	Brent	SC-41	3-2345
Campbell	Kevin	SC-41	3-1215
Griffin	Ted	SC-41	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Koegel	David	SC-7	6-8831
Lang	Donna	SC-22	3-4360
Sauter	John	SC-55	3-3287
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563